

Shay Pauley

Solutions Engineer

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PROFESSIONAL SUMMARY

Solutions Engineer with experience across technical discovery, troubleshooting, solution evaluation, implementation, and user adoption. Seven years at Verizon spanning customer-facing technology, SaaS evaluation, stakeholder engagement, and technical problem solving.

SKILLS

Solutions Engineering & Delivery: Technical discovery, requirements gathering, feasibility and solution evaluation, product demonstrations, consultative selling, business cases, stakeholder presentations, SaaS implementation and adoption, troubleshooting, root cause analysis, UAT, Agile/Kanban, user stories, acceptance criteria, regression and integration testing.

Technologies & Tools: Python, SQL, MySQL, JavaScript, Java, PHP, HTML, CSS, JSON, XML, FastAPI, Django, React, TensorFlow, PostgreSQL, Oracle Autonomous AI Database, SQLAlchemy, REST APIs, MCP, Google Gemini, n8n, Streamlit, Power BI, AWS EC2, Docker, Git/GitHub, GitHub Actions CI/CD, PowerShell, Figma, Excel, Claude, GitHub Copilot, PowerPoint, application security, API/webhook authentication, credential management, human-in-the-loop approvals.

CERTIFICATIONS

AWS Certified Cloud Practitioner (CLF-C02) | UX Design Foundation, Designlab

PROFESSIONAL EXPERIENCE

AI Product Developer — UnruffledAI

2025 - Present

- Led end-to-end delivery of an AI wellness platform from Figma prototype through AWS EC2 deployment, translating user requirements into prioritized features, user stories, acceptance criteria, data requirements, and implementation decisions.
- Executed User Acceptance Testing (UAT) across machine learning prediction workflows, isolated duplicate-record and risk-percentage defects, performed root-cause analysis, and implemented submission and reporting fixes that passed low, medium, and high-risk test scenarios, ensuring reliable model performance.
- Engineered core application workflows in Python and Django, integrating PostgreSQL, TensorFlow inference, and REST APIs to support prediction, reporting, and personalized user experiences, enabling real-time recommendations for users.
- Analyzed third-party API behavior and redesigned the integration using a cache-first daily retrieval pattern to reduce redundant requests and improve consistency across application data.
- Hardened application security and deployment by externalizing credentials, restricting browser API access, enforcing authenticated-user data scoping, containerizing the application with Docker, and automating CI/CD through GitHub Actions, reducing deployment errors and meeting security compliance standards.

Social Media Customer Solutions Specialist — Verizon

2018 - 2025

- Led discovery and solution evaluation for a collaboration-platform transition, gathering user pain points, researching alternatives, validating implementation feasibility with cybersecurity and technical teams, and building the business case that received stakeholder approval.
- Supported implementation and adoption of the selected SaaS platform by training 30 managers, addressing user concerns, and providing post-implementation support throughout the transition, contributing to a smooth rollout and increased user adoption.
- Delivered nationwide technical support for Verizon Fios customers as part of a team handling approximately 1,100 tickets per day, troubleshooting consumer networks, connectivity, equipment, account issues, and cable TV provisioning while meeting SLA targets and maintaining high first-contact resolution rates.
- Diagnosed complex customer issues, identified tailored technical solutions, and managed multiple concurrent digital support conversations through resolution across chat, social, forums, and other channels, improving customer satisfaction and reducing repeat contacts.
- Delivered product demonstrations and technical education to help customers understand, configure, and confidently use Verizon products and services, enabling self-configuration and reducing follow-up support requests.

Product Marketing Manager — World of Tobacco

2016 - 2018

- Increased client revenue by 35% by identifying customer needs and aligning product selection, positioning, merchandising, and digital campaigns with buying behavior.

PROJECTS

AI Social Agency — Multi-Agent AI Automation Platform

2026 - Present

- Designed an 11-role, human-supervised AI workflow framework; translated marketing requirements into role boundaries, structured JSON agent handoffs, and n8n orchestration for research, strategy, content, and approval stages.
- Built Python/FastAPI REST integrations backed by Oracle Autonomous AI Database and SQLAlchemy to persist agent runs, task context, research evidence, audit logs, and human approval decisions.
- Integrated vidIQ via MCP into Docker-hosted n8n workflows, corrected nested JSON response handling, and verified Oracle persistence of 20 keyword opportunities and 10 YouTube Shorts outliers.
- Diagnosed HTTP 422 schema-validation and 403 webhook-authentication failures; built Python/PowerShell regression tests and a zero-credit replay utility to recover saved research without repeating paid API calls.
- Implemented authenticated webhooks, secrets isolation, fail-closed external-action controls, and an owner-approval boundary; verified publishing remained disabled after approval.

EDUCATION

Bachelor of Science, Information Technology — Middle Georgia State University